Tell us what you think...

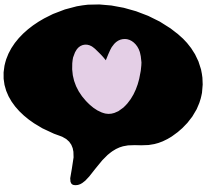
Feedback, compliments & complaints

Waythrough

We hope you've had a positive experience with **Waythrough** and we always welcome any feedback that you share with us.

Your feedback is important because it tells us what we're doing well, where we might be able to make improvements and how we can deliver even better services in the future.

Our priority at Waythrough is to put the people we support at the heart of everything we do and your feedback helps us to do just that.



We'd love to hear about:

- your successes and news stories
- suggestions about improving
- concerns about the service you've received
- staff or services who have gone above and beyond, to help you

How can I give feedback?

- You can fill in this leaflet and pass it to a staff member at any time
- Leave your feedback in one of our suggestion boxes
- Speak to a member of staff, volunteer or manager at the service you are accessing
- Call, email or write to the service you are accessing
- Call, email or write to our Head Office:

Address:
Inspiration House
Bowburn North Industrial Estate
Durham, DH6 5PF

Contact:
info@waythrough.org.uk
01325 731 160

Who can give feedback?

We welcome feedback if you:

- are currently receiving support from Waythrough, or have been referred to one of our services
- have used our services in the past
- are a family member or friend of someone who is currently using/has used a Waythrough service
- work for another organisation which is also supporting someone who is currently using/has used a Waythrough service
- member of the public, who has been affected by Waythrough

What if something is wrong?

If you have a request for us to provide or improve a service, fix a problem or reconsider a decision, let us know. We aim to resolve problems locally at the earliest opportunity. We'll also record all concerns and service requests so we can spot any trends.

What if I want to make a complaint?

You have the right to make a complaint if you're not happy about your support, treatment or accommodation.

You can do this using any of the ways you are able to give feedback. You do not need to make a complaint in writing, and you do not need to speak with members of staff at the service you use, if you don't want to.

We treat all complaints seriously and will work with you to resolve your complaint in a satisfactory manner.

Formal complaints

If someone tells us that they are unhappy about the service they have received, and we aren't able to resolve it at the time, it will be handled as a complaint.

If you give us permission, we will accept complaints on your behalf from:

- Anyone acting as your representative
- Third parties and advocates such as a social worker or Citizens Advice Bureau
- Family members or friends

We will provide any reasonable adjustments and discuss your specific needs, including:

- Providing information in different ways such as large print or additional languages
- Extra time to respond
- Bringing someone to support you if we meet to discuss your complaint

There are two stages to our formal complaints process:

Stage 1 (complaint)

We will acknowledge your complaint within 3 working days and give you the name and contact details of the Complaint Handler. The Complaint Handler will usually contact you for more information, ask you how you would like your complaint to be resolved and how you would like to be informed of the outcome. We will keep you informed about the progress of the investigation.

We aim to have all complaints investigated within the following timescales:

- Complaints from Waythrough residents **– 10 working days**
- Complaints about our mental health services **– 10 working days**
- Complaints about other Waythrough services **– 20 working days**

Stage 2 (appeal)

If you're not happy with the response you get at stage 1, you can make an appeal. You should do this within 10 working days.

- Details of how to appeal, will be in the outcome letter
- We will acknowledge your appeal within 3 working days
- We will complete the appeal within 10 working days
- A more senior member of staff will look at your appeal

The appeal is the final stage of Waythrough's complaint process. We will provide you with alternative complaint options if you are not satisfied with the outcome of the appeal.

If we need to extend those timescales, we'll agree that with you.

What isn't a complaint?

In some cases, the complaint policy will not apply. If this happens, we will provide a clear explanation, and either address the issues through another process, or give you details of other complaint routes. Examples of when a complaint will not be accepted include:

- Something that happened, more than 12 months ago, except complaints about safeguarding or health and safety issues which will always be investigated
- Repeat complaints about the same or related issues which have already been fully through the complaint process
- Complaints that are made without sufficient grounds and are intended to cause upset, annoyance or inconvenience
- Reports of Anti-Social Behaviour (ASB) will be dealt with under our Anti-Social Behaviour Policies. However, dissatisfaction with how we have dealt with ASB will be dealt with as a complaint
- An appeal against a decision where there is an appeal process, for example, the housing allocations and accepting referrals to a service

Who else can help?

Citizens' Advice Bureau or Advocacy Services in your area may be able to support you to make a complaint.

If you've gone through stages 1 and 2 of our complaints process and are still not satisfied with our responses, you can contact the relevant independent agency.

If you are a Waythrough resident contact:

The Housing Ombudsman
0300 111 3000
info@housing-ombudsman.org.uk
www.housing-ombudsman.org.uk

If your support is funded by your local authority contact:

The Local Government and Social Care Ombudsman
0300 061 0614
www.lgo.org.uk

If the service is regulated by the Care Quality Commission raise your concerns with them:

CQC
03000 616161
www.cqc.org.uk

Service Commissioners

The funders of the service are usually referred to as the commissioners. The address and contact telephone numbers for these organisations can be obtained from staff members.

Service contact details

East Surrey Community Connections
Wingfield Resource Centre
St Anne's Drive
Redhill
RH1 1 AU

redhillcc@waythrough.org.uk
01737 771 282

Tell us about your feedback

Please click on this link to our **feedback form**, or scan the QR code below, to send us your feedback for any of these services:

Community Connections | Wellbeing Matters, GPimhs | Recovery and Connect | Art Matters Redhill Safe Haven.

Scan to to give feedback

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Waythrough is a company registered in England and Wales.
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